

Tolling Update



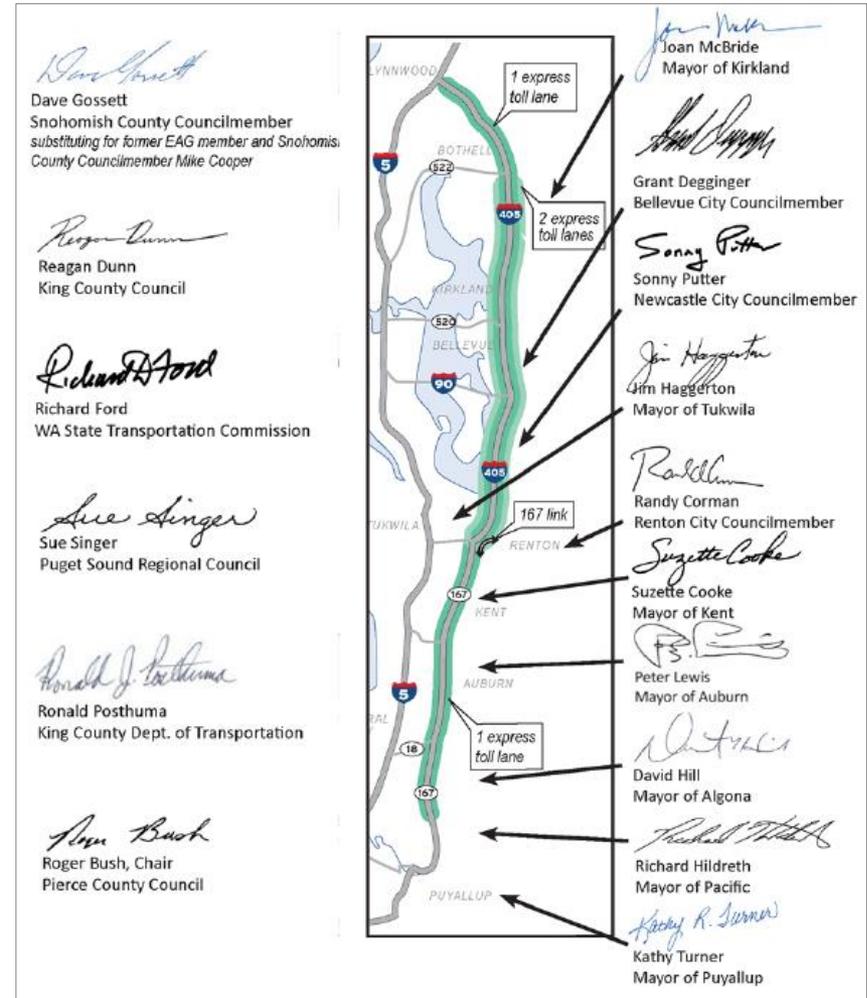
Lynn Peterson
Secretary of Transportation

Craig J. Stone, PE
Assistant Secretary, Toll Division

Roger Millar
Deputy Secretary

Partnerships on express toll lanes

- Executive Committee/
Executive Advisory Group
engagement 2000-2015
- Based on target metrics for
congestion relief, the
Executive Advisory Group in
2013 selected a 40-mile
connected system to move
the most people the most
efficiently while generating
revenue for future
improvements
- This selection was endorsed
by a national Expert Review
Panel



I-405 Master Plan: Multimodal and making progress

Add 2 lanes in each direction
30% complete



Local arterial improvements
50% complete



Transit station and BRT expansions
70% complete



Park and Ride expansions
80% complete



Transit service increase
40% complete



Direct access ramps
45% complete



Vanpool service increase
30% complete



Managed lanes system
40% complete



Pedestrian/bicycle improvements
25% complete



I-405 Express Toll Lanes

Opened September 27

Overview

- Legislature authorized WSDOT to toll I-405 from Bellevue to Lynnwood in 2011
- Dynamic pricing effectively manages volume and increases performance for all lanes in the corridor
- Market-based direct user fee
- Future plans to extend south and create a 40-mile express toll lanes system on I-405 and SR 167

| EXPRESS TOLL LANES | | Good To Go! |
|--|--------|-------------|
| JCT  | \$2.00 | |
| NE 124th St | \$2.15 | |
| NE 6th St | \$2.35 | |
| HOV 3+ FREE W/FLEX PASS | | |

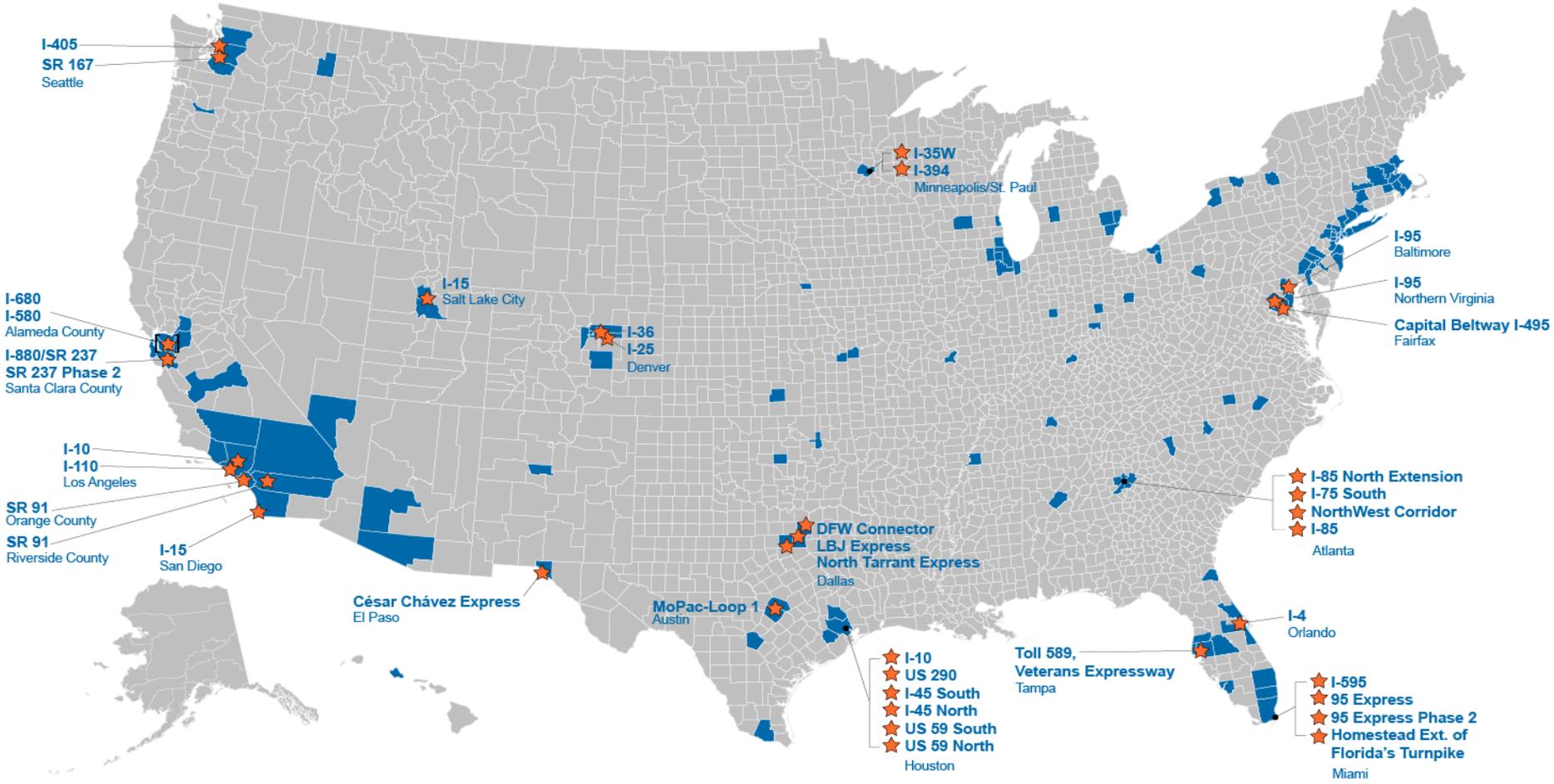


April 2015



October 2015

Express Toll Lanes are used across the country as part of the solution to urban congestion

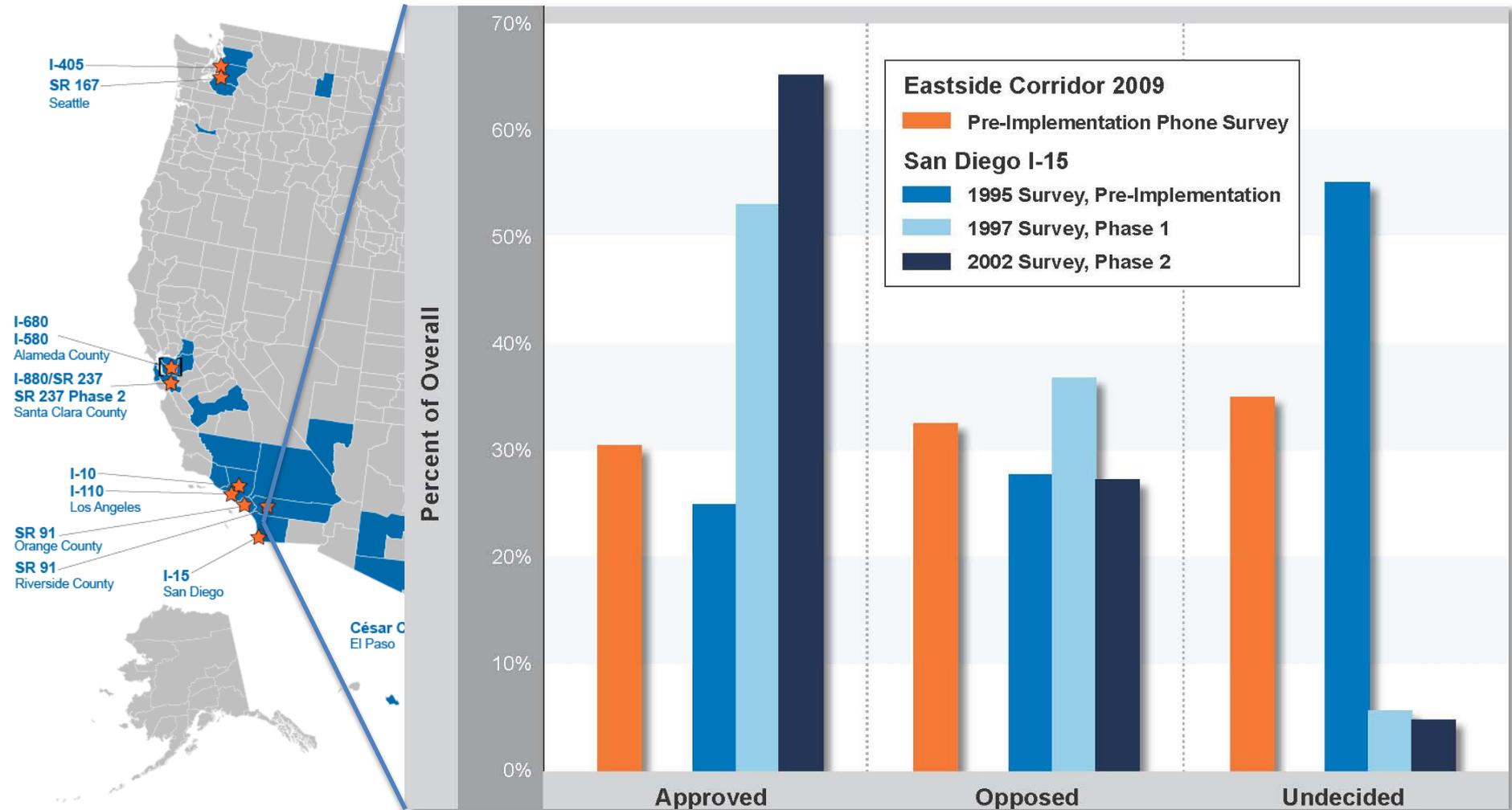


LEGEND ★ Express toll lanes
 🗺️ Half of the United States population live in these counties

Map of United States of America with counties by FreeVectorMaps.com

What happened in San Diego on I-15?

Public Support

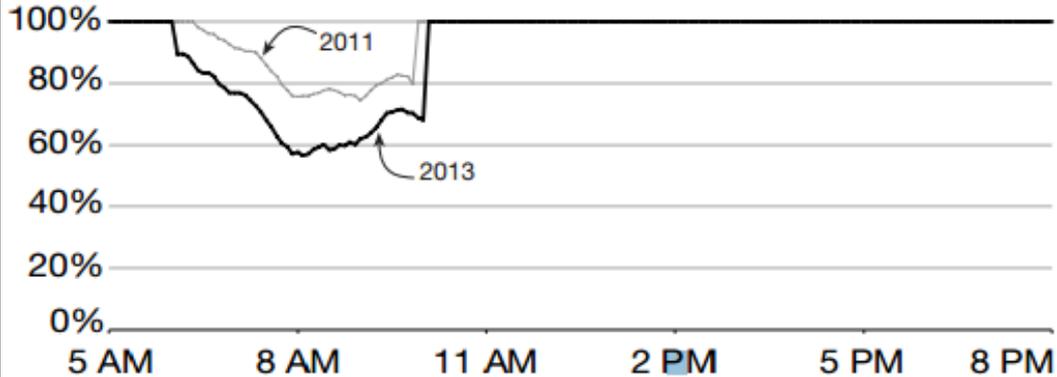


LEGEND ★ Express toll lanes
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 Map of United States of America with counties by FreeVectorMaps.com

Principles of Express Toll Lanes

Southbound I-405 at NE 160th Street (MP 22.5)

Based on the highest observed 5 min. flow rate 1,800 vphpl = 100%



Based on the highest observed 5-minute flow rates (vehicle-per-mile-per-lane) during 2011 and 2013

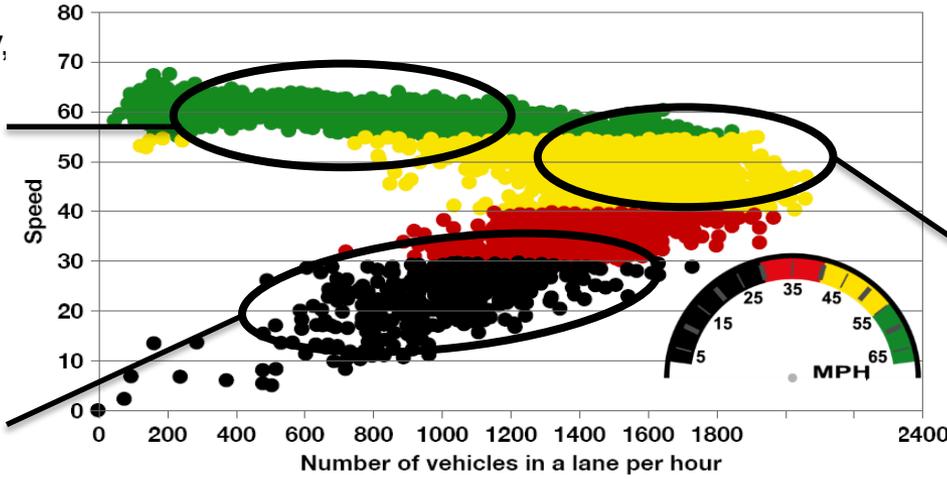
- The above chart shows how congestion reduces productivity on I-405 today
- During congested periods, productivity is reduced, and less traffic gets through



I-405 prior to Express Toll Lanes. HOV lane congested 200+ days a year.

Principles of Express Toll Lanes

If demand < capacity, speeds are high and demand equals throughput



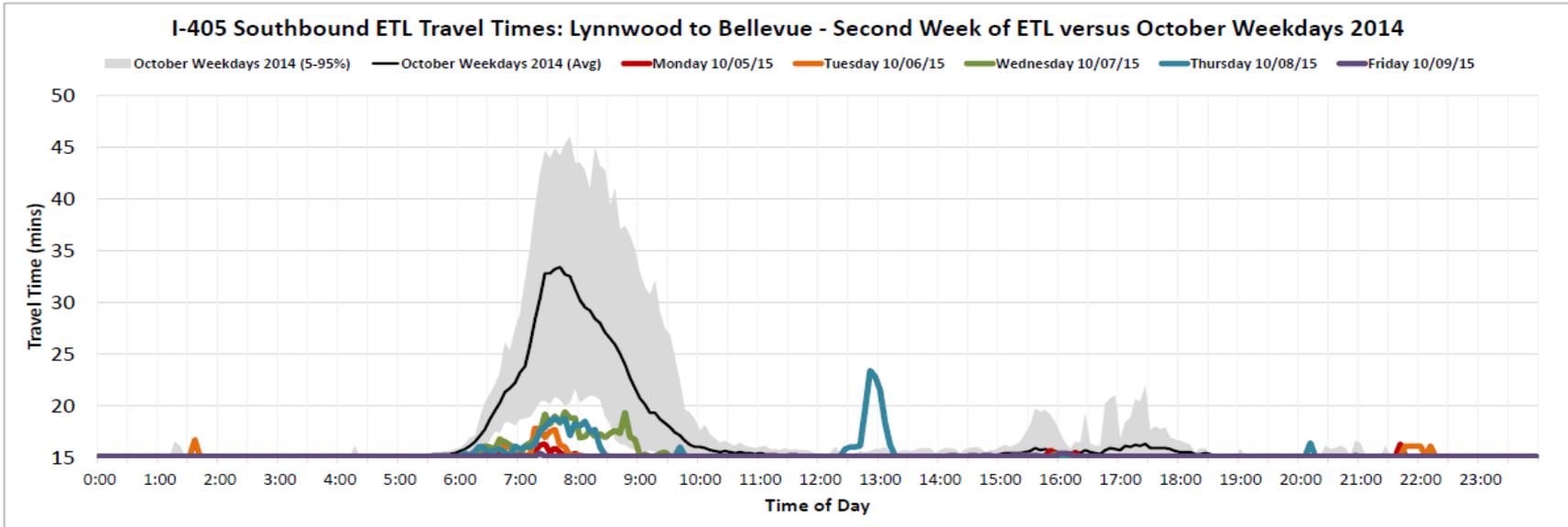
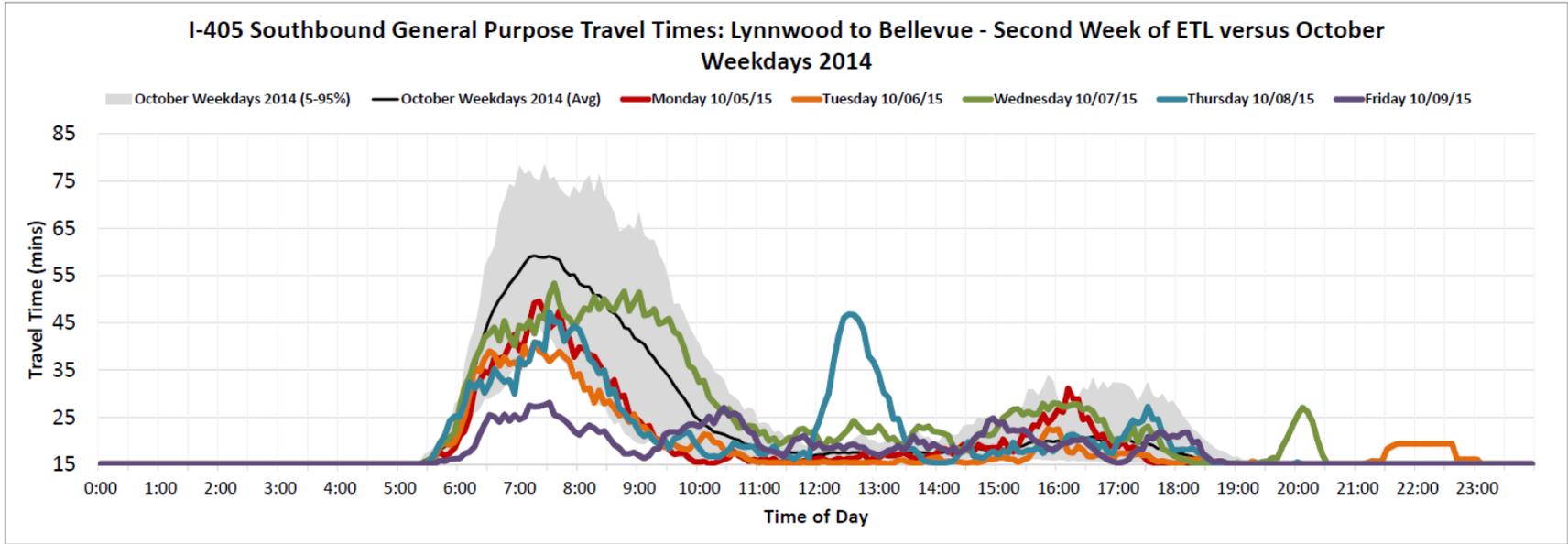
If demand = capacity, speeds are around 45 MPH and throughput is highest

If demand > capacity, speeds drop, and less traffic gets through overall

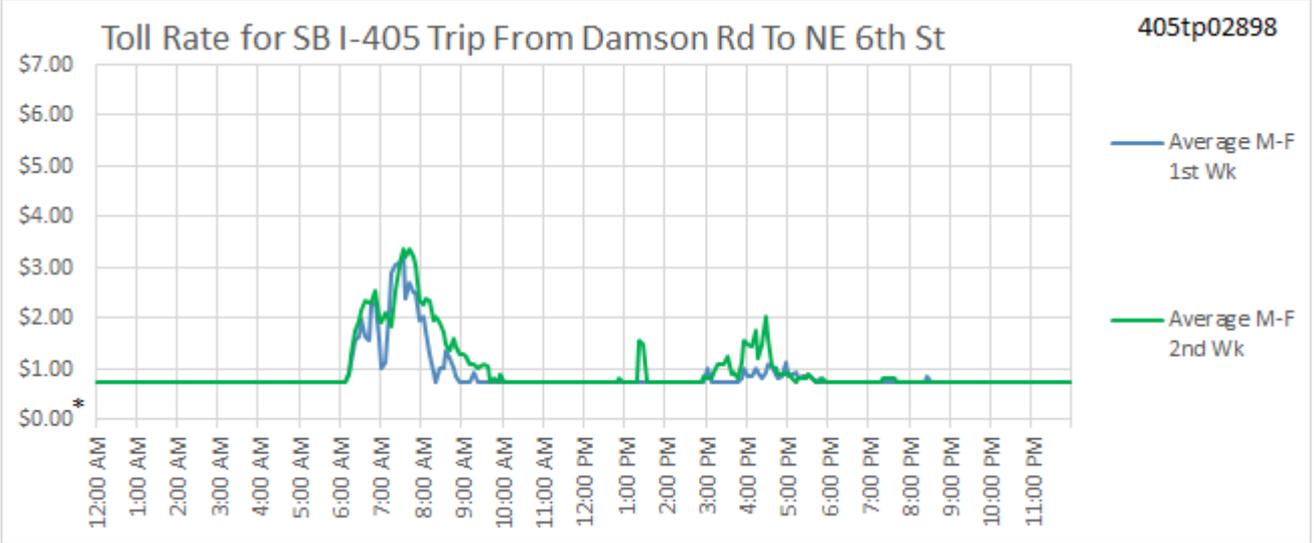


I-95 in Florida with Express Toll Lanes

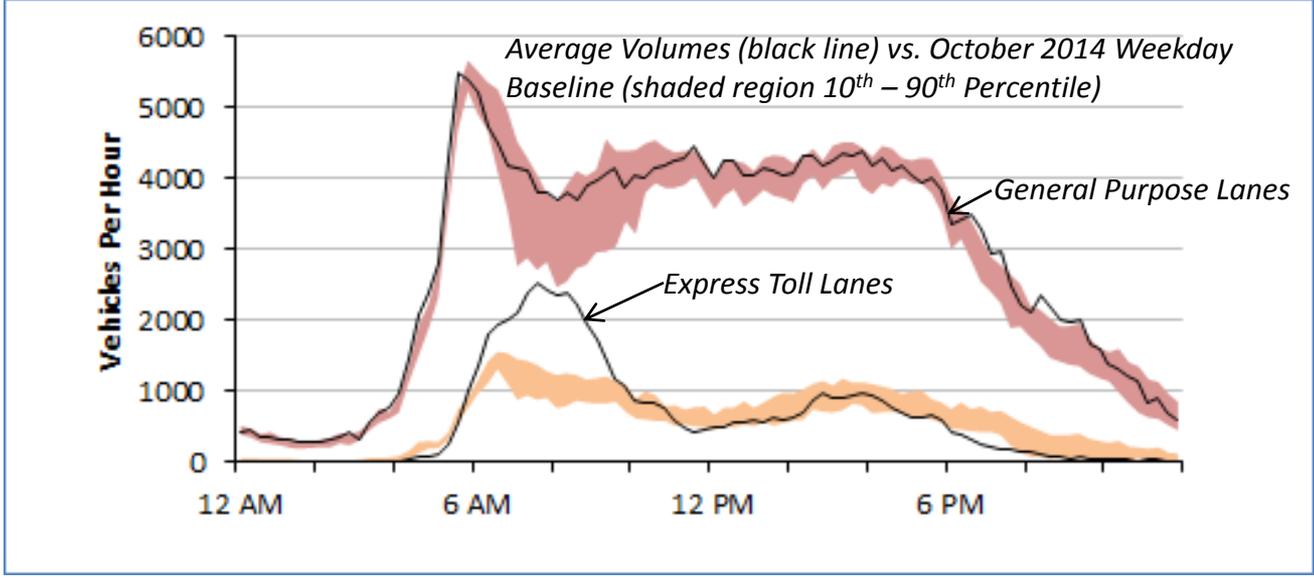
What We're Seeing Southbound – Second Week



What We're Seeing Southbound – Second Week

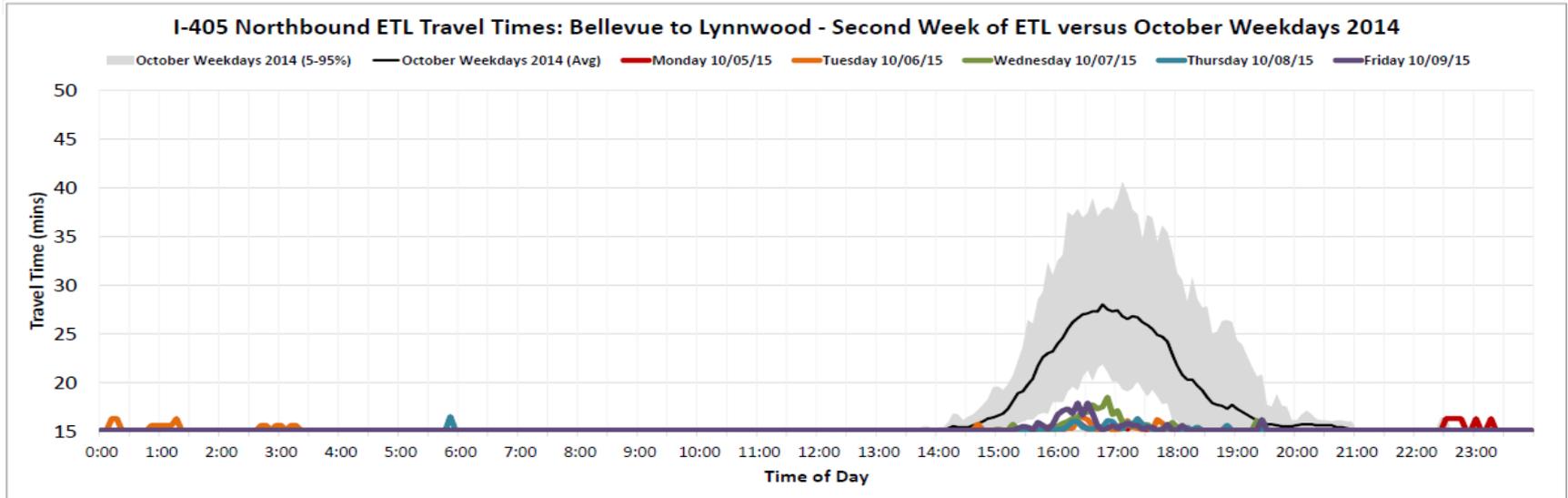
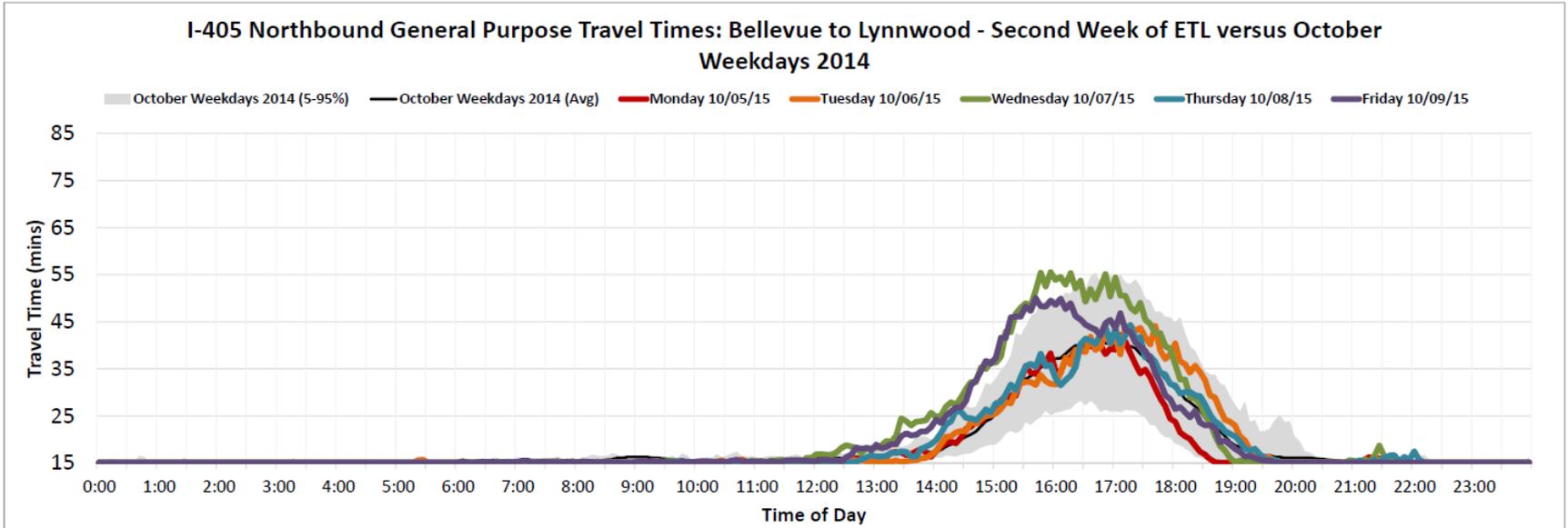


**Average Toll Rates:
First & Second Weeks**

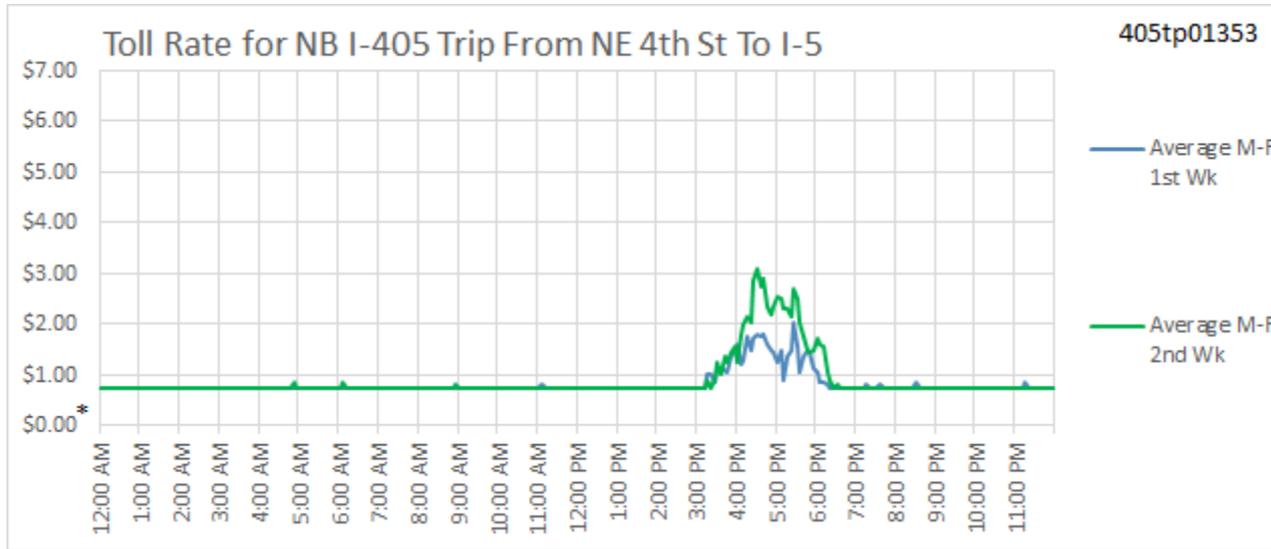


**Volumes:
Regular and Express
Toll Lanes at Kingsgate
(in Kirkland)**

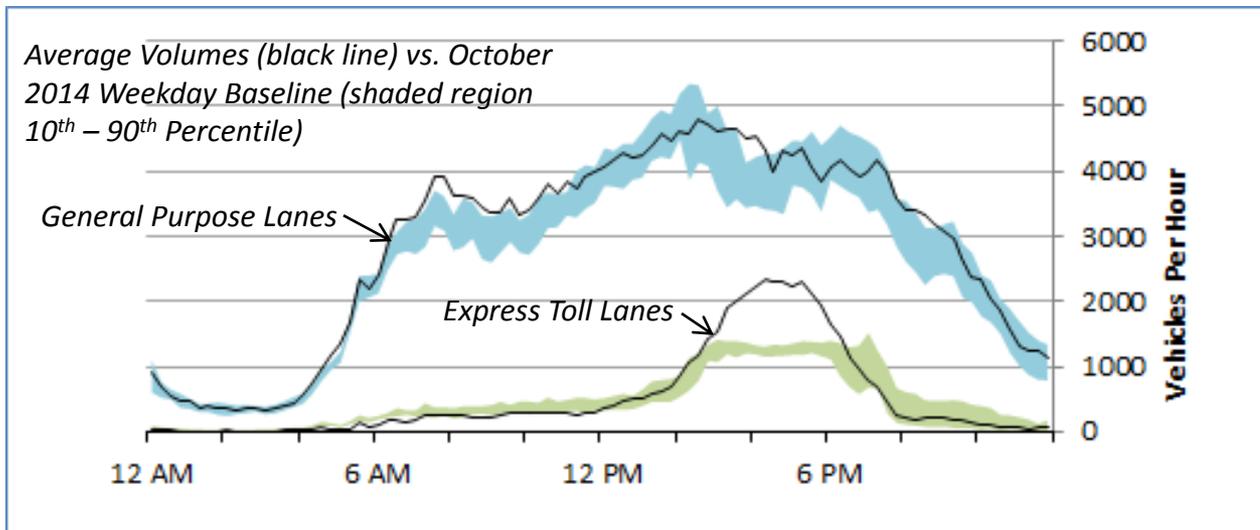
What We're Seeing Northbound – Second Week



What We're Seeing Northbound – Second Week



**Average Toll Rates:
First & Second Weeks**



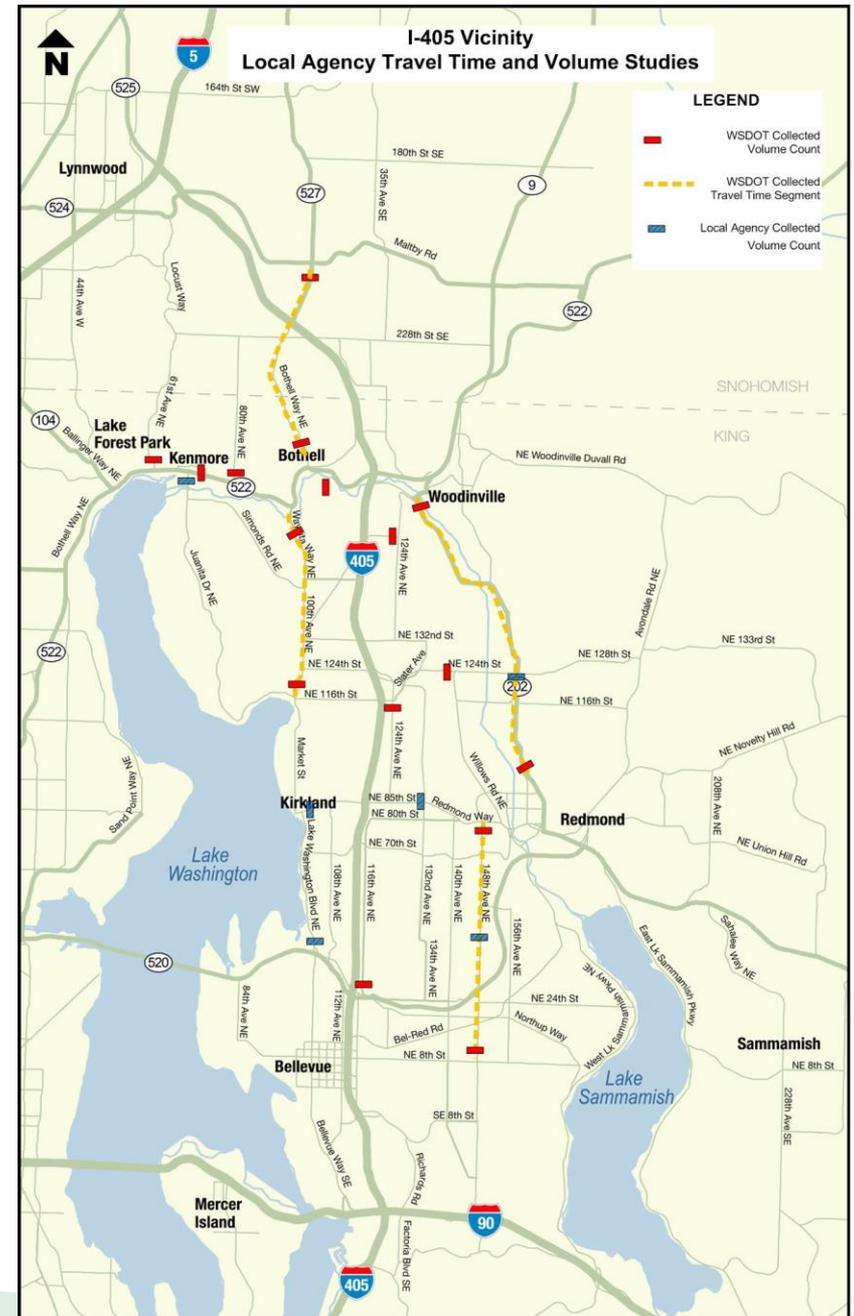
**Volumes:
Regular and Express Toll Lanes at Kingsgate (in Kirkland)**

■ NB GP Baseline Volumes

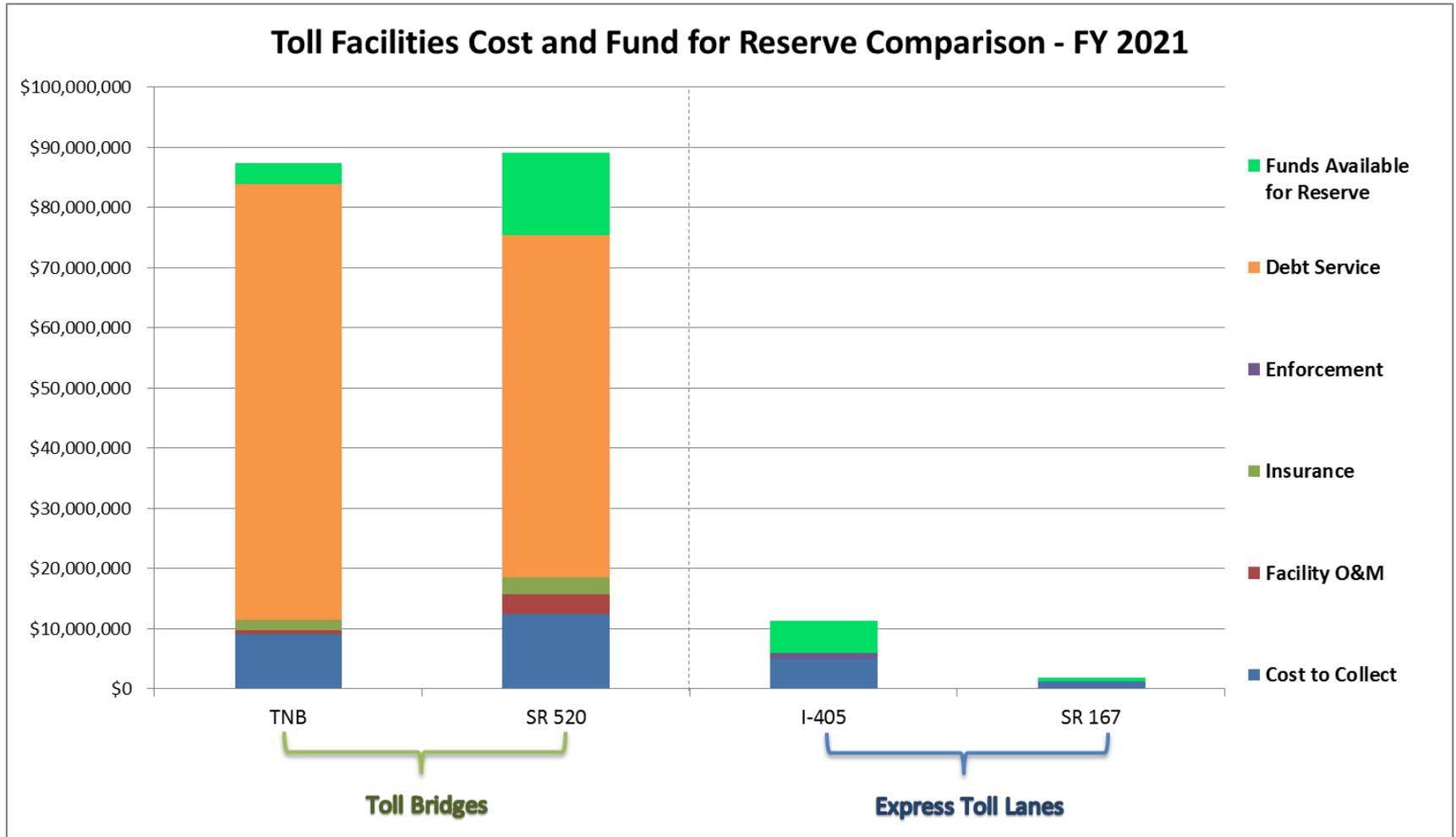
■ NB HOV Baseline Volumes

Traffic Monitoring Plan

- Similar to other tolling projects, WSDOT will collect traffic data before and after the I-405 express toll lanes open
- Traffic performance in ETLs and GP lanes
 - Speeds
 - Travel times
 - Vehicle throughput (vehicles/hour)
- Regional traffic
 - Volumes
- Local arterials
 - Volumes
 - Travel times
- Supplemental areas of monitoring
 - Transit
 - Occupancy
 - Enforcement
 - Safety

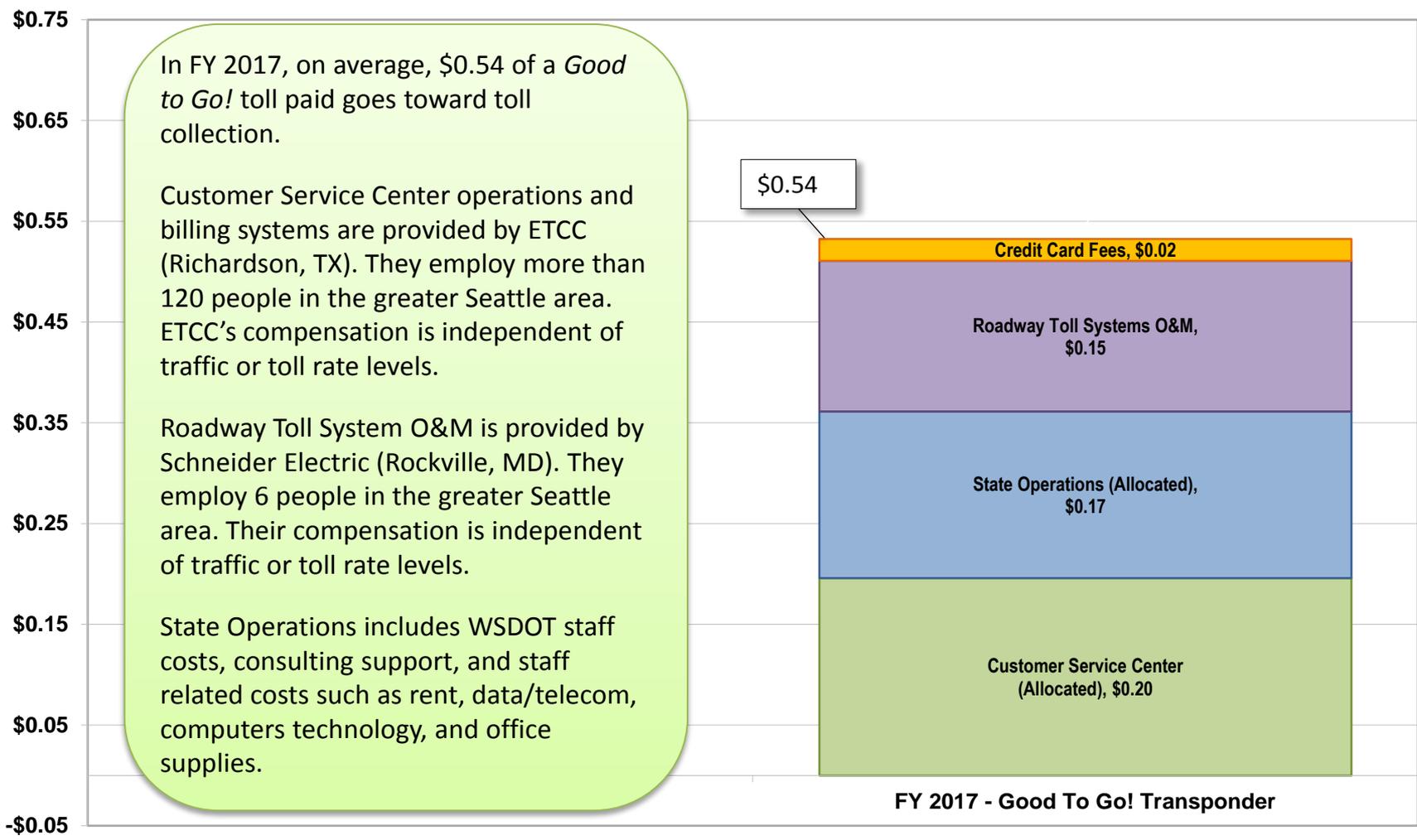


What are toll dollars used for?



Two purposes of tolling – revenue generation and congestion management. As a congestion management tool, a majority of Express Toll Lane revenues go to the cost of collecting the tolls due to the low tolls charged at off-peak, uncongested times.

Projected Toll Collection Costs for *Good To Go!*

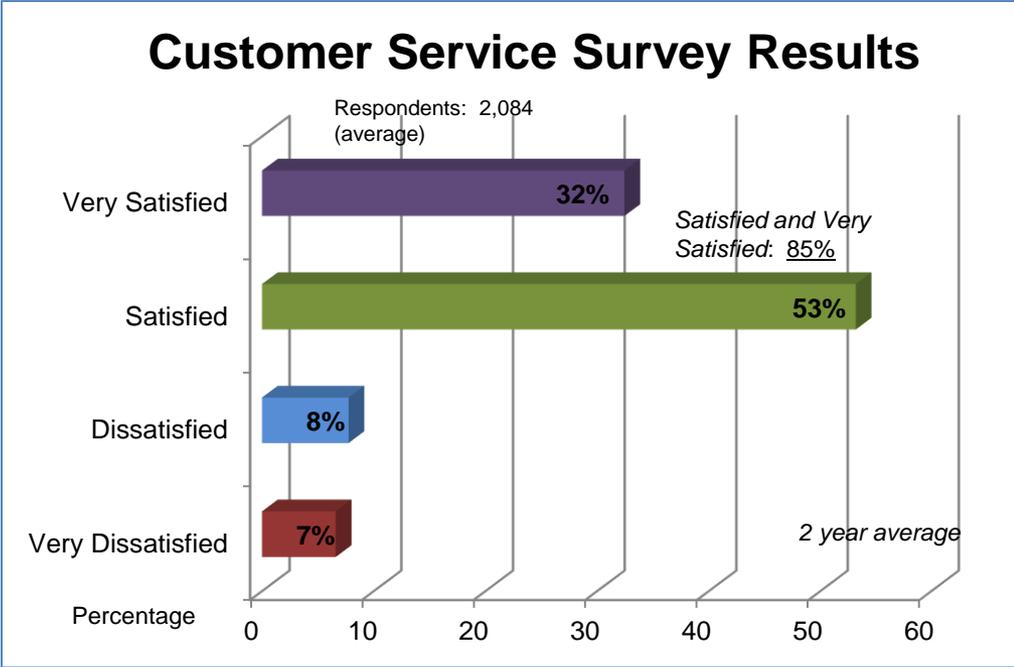


The \$0.54 cost to collect a Good To Go! toll excludes the costs of enforcing vehicle occupancy requirements (HOV toll exemption compliance) and uncollected revenue due to HOV violations

Customer Service Expectations

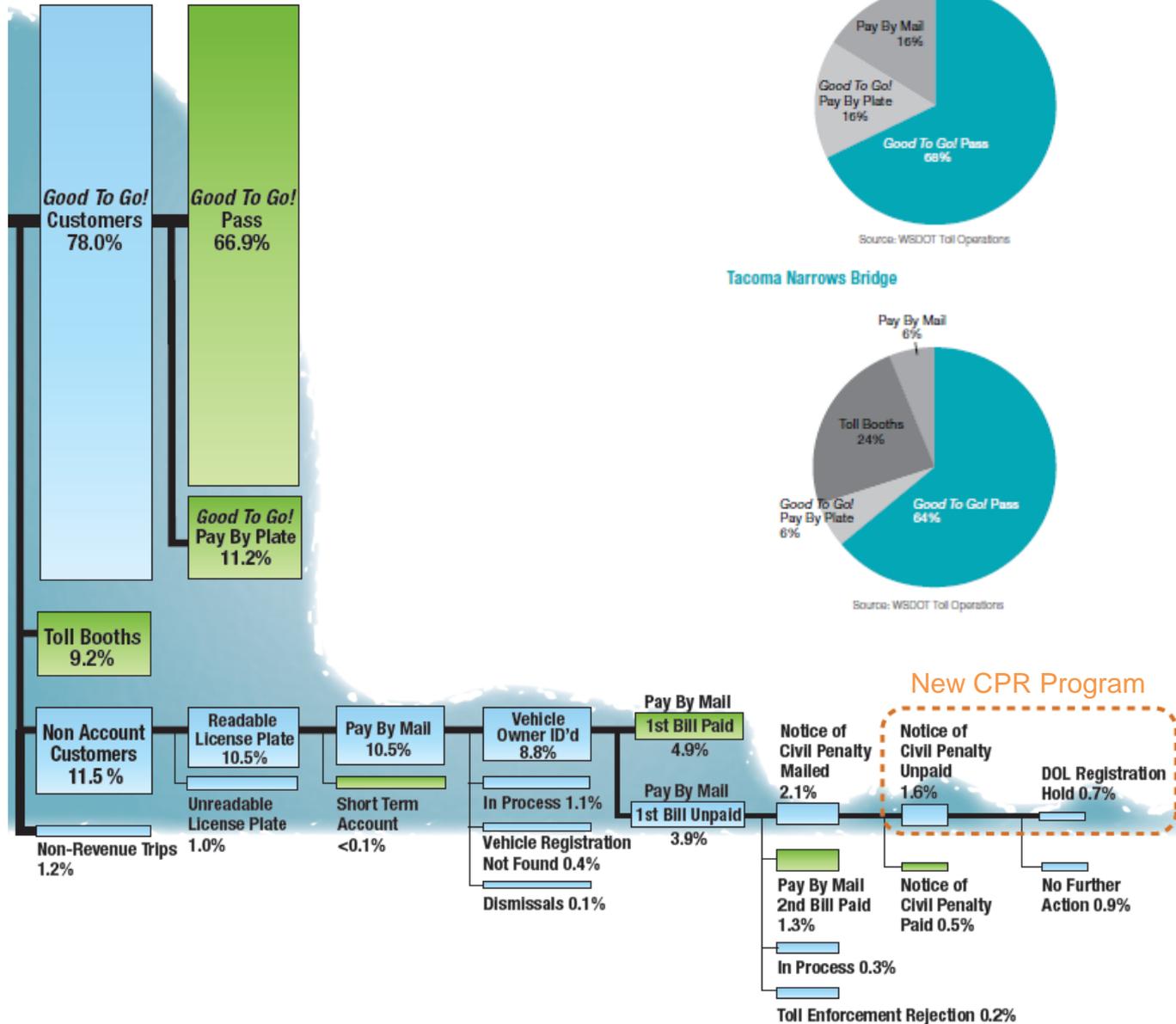
According to recent surveys, most customers are satisfied. Having an issue or dispute resolved the first time someone calls is the largest service gap between importance to the customer and customer satisfaction.

Overall, how satisfied are you with Good To Go!
Customer Service?



Toll Transactions

122 Million
Toll Trips:
Dec 2011-
April 2015

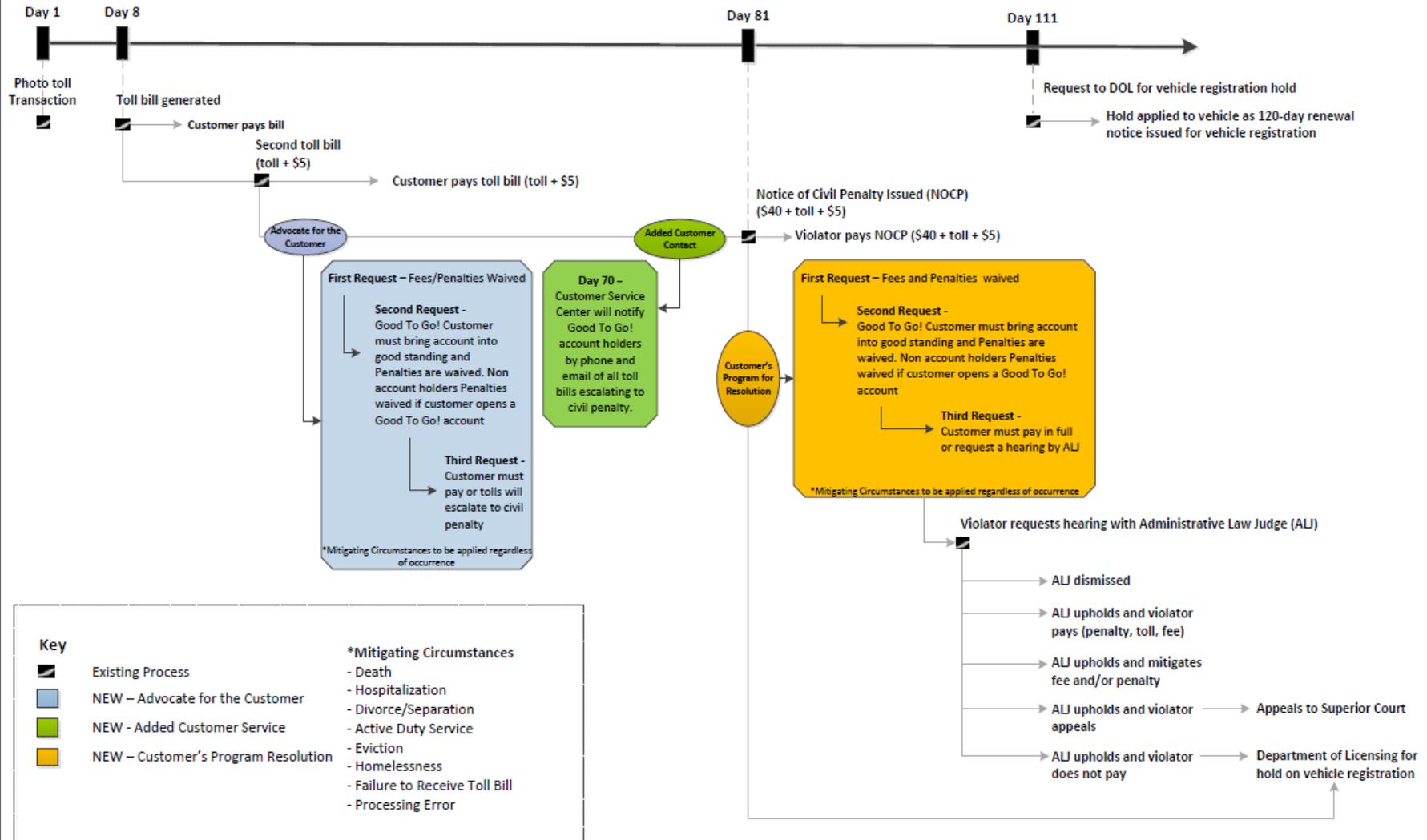


Recent Customer Service Improvements

Customer Service Improvements – CUSTOMER’S PROGRAM FOR RESOLUTION

July 15, 2015

Customer Toll Bill Process



Customer Service Center Procurement

Key Drivers: Critical elements driving decisions associated with toll operations:

- Need to ensure WSDOT business continuity which is dependent upon vendor's providing the system for customer service and for performing customer service center operations;
- The quality of the customer service provided by the vendor;
- The ability of vendor's systems and operations plan to grow as new toll facilities are added. Four toll facilities are operational, and four more are to be added by FY 2025 for a forecasted revenue collection of \$300 million;
- Term of existing vendor's contract is June 30, 2016, with an extension option to June 30, 2018;
- The ability to support toll operations through the 2020 decade; and
- Ability to provide single-customer account for multiple transportation modes facilitating choice of travel.

Customer Service Center Procurement

The cornerstone of our evaluations has been WSDOT's Strategic Goal 6 – Smart Technology:

“Improve information system efficiency to users and enhance service delivery by expanding the use of technology.”

Toll Division's established goals for its customer service center:

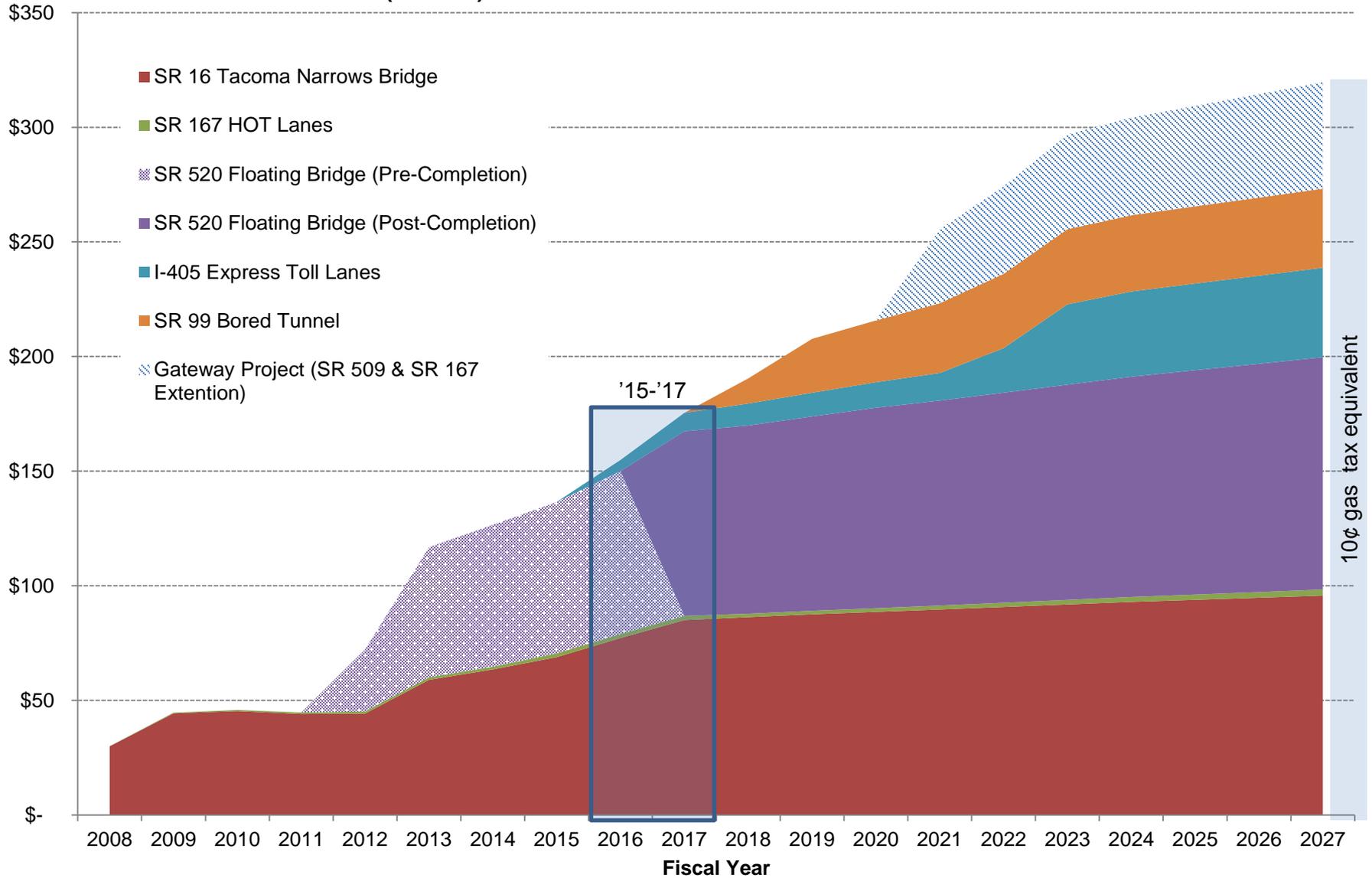
- **Goal 1** Back office infrastructure that is sustainable, configurable and scalable throughout the full term of the contract including all potential contract extensions.
- **Goal 2:** An integrated solution that maximizes the use of commercial-off-the-shelf (COTS) products to provide multi-user and multi-tasking capabilities.
- **Goal 3:** Provide data that is transparent, flexible and meets the needs of all users.
- **Goal 4:** Optimize the use of modern adaptive technology to enhance customer service functionality to the benefit of the customer, which is customer driven and incorporates continuous improvement of the customer experience
- **Goal 5:** Ability to integrate with multimodal systems, e.g. ferries, parking, and transit and be interoperable with other toll agencies

The Toll Division has sought to answer the following questions:

- What is the best approach for the state in replacing the various customer account systems, namely those utilized by the Toll Division and the Ferries Division?
- Should WSDOT look to the future and prepare for integration into a multi-modal system that could include transit and light rail?

Toll Facilities Revenue and Fees

(Millions)



Questions?

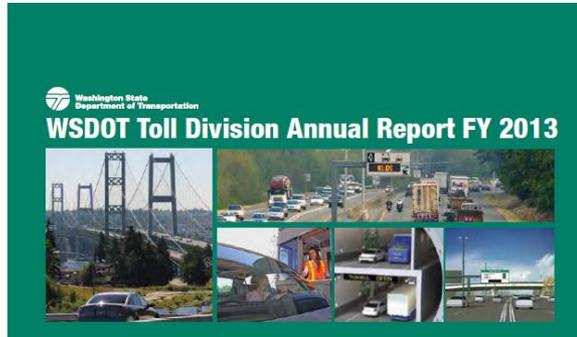
For more information on tolling in Washington State,
please contact:

Craig Stone, PE
Assistant Secretary, Toll Division
(206) 464-1222 or StoneC@wsdot.wa.gov

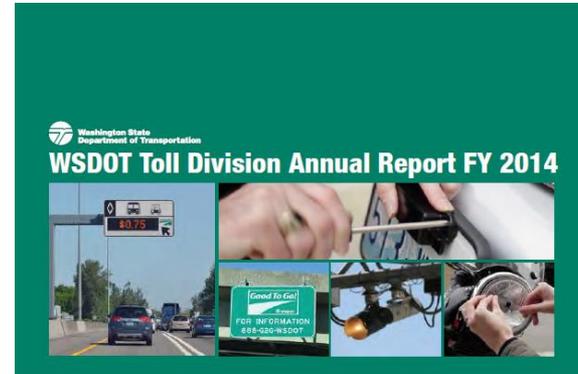
goodtogo405.org

goodtogotolling@wsdot.wa.gov

COST TO COLLECT TOLLS



Where we're going

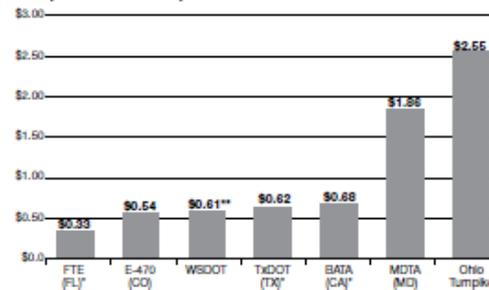


Getting Results



| Cost to collect toll per transaction | Tacoma Narrows Bridge | SR 520 |
|--------------------------------------|-----------------------|--------|
| Good To Go! Pass | \$0.30 | \$0.29 |
| Pay By Plate | \$0.40 | \$0.37 |
| Pay By Mail | \$1.07 | \$0.94 |
| Toll booths | \$1.05 | N/A |
| Weighted average | \$0.52 | \$0.40 |
| Percent cost per average transaction | 12% | 13% |

Cost per transaction to operate and maintain



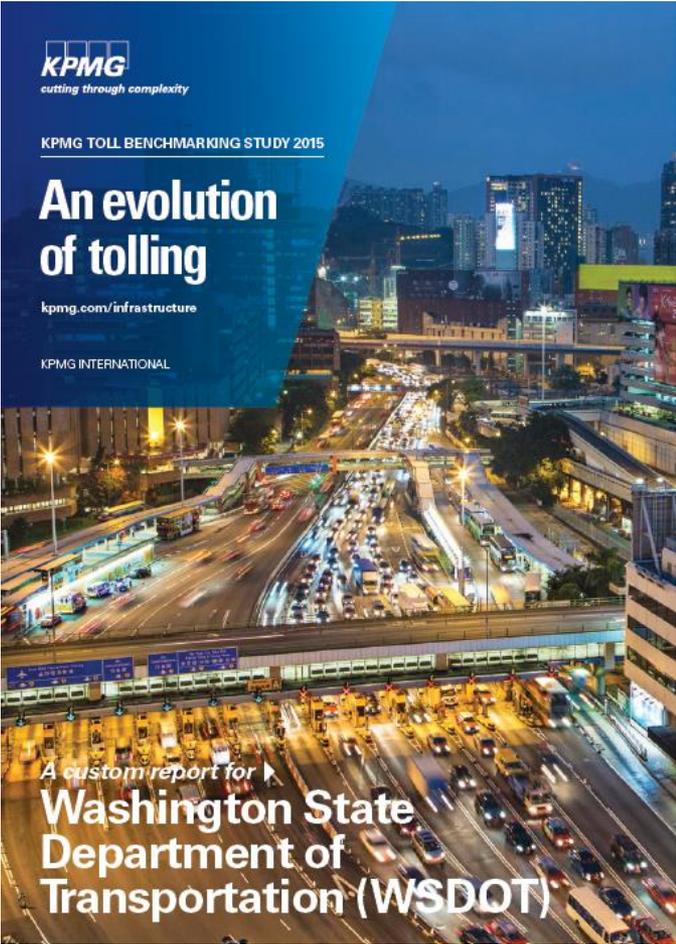
* Information based on FY 2012 financial statements.

** Includes cost to collect expenses, plus insurance, passes, enforcement and roadway maintenance costs.

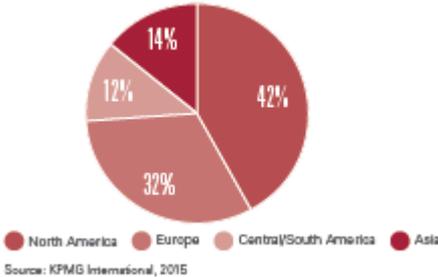
Cost to collect toll per transaction

| Payment Method | Tacoma Narrows Bridge | SR 520 |
|------------------|-----------------------|--------|
| Good To Go! Pass | \$0.33 | \$0.31 |
| Pay By Plate | \$0.34 | \$0.33 |
| Pay By Mail | \$1.23 | \$1.20 |
| Toll booths | \$1.07 | N/A |
| Weighted average | \$0.55 | \$0.43 |

COST TO COLLECT TOLLS



Geography of participants



Total cost per transaction

